

Vermont Agency Of Human Services

Integrating Family Services (IFS)

IFS Stakeholder Meeting

March 7, 2016



COMING TOGETHER IS A BEGINNING;
KEEPING TOGETHER IS PROGRESS;
WORKING TOGETHER IS SUCCESS.

~HENRY FORD

Objectives for Today

2

1. Foster a sense of community among IFS partners
2. Review and update on progress
3. Hear directly from IFS regions about lessons learned, current challenges, innovations and thoughts for other regions moving forward
4. Get input on 2016-2017 priorities



Integrating Family Services



Vision

Vermonters work together to ensure all children, youth and families have the resources they need to reach their fullest potential.

Mission

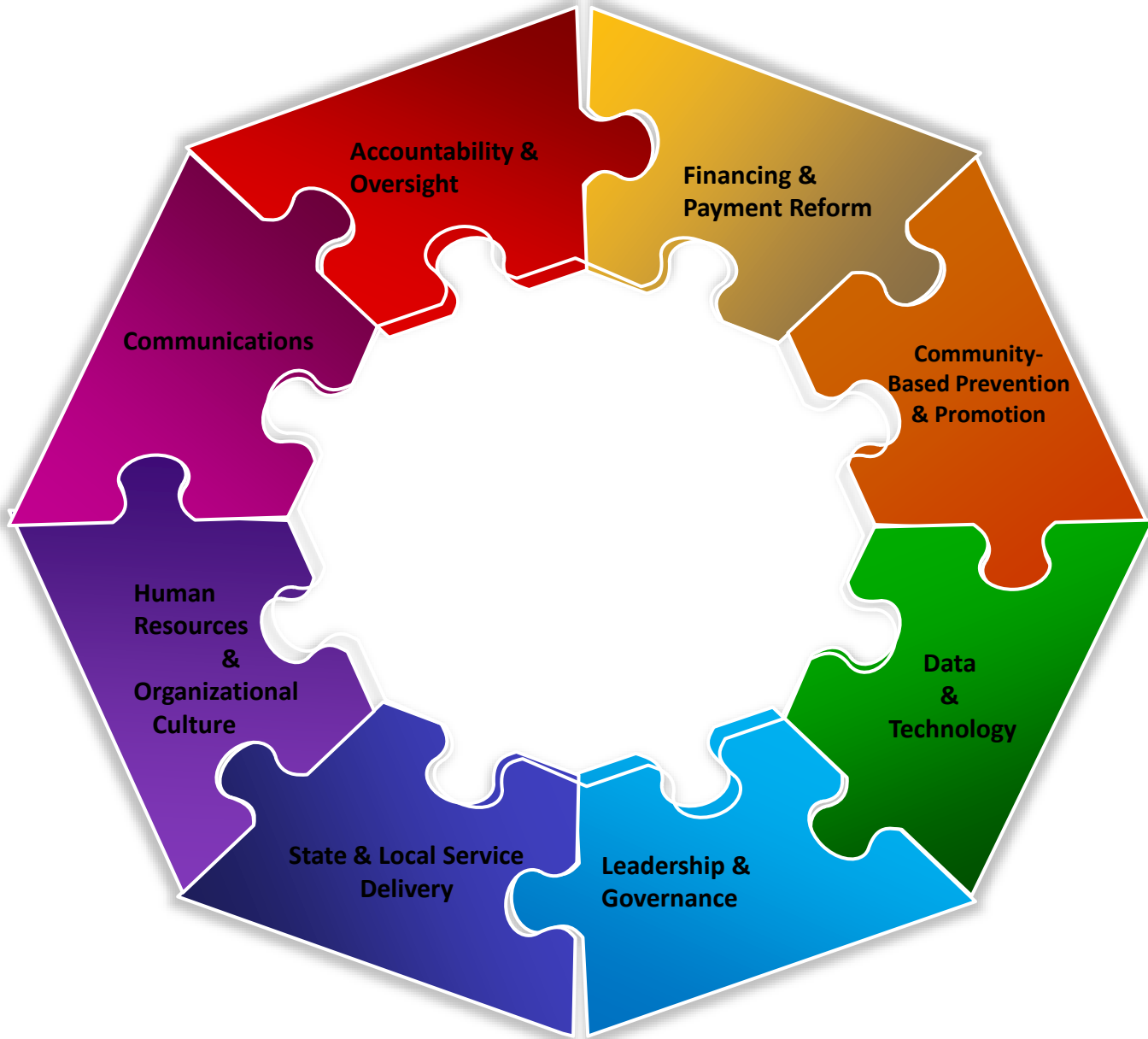
Integrating Family Services brings state government and local communities together to ensure holistic and accountable planning, support and service delivery aimed at meeting the needs of Vermont's children, youth and families.

We Owe It to Families to Think and Work Differently

4

- The way we are currently **funding** human services for children, youth and families doesn't allow for the flexibility needed to meet people's needs in a timely and individualized way.
- The way we are **delivering** services doesn't make the best use of community resources.
- Our current approach to human services **limits** rather than maximizes opportunities for the type of collaboration that leads to integration.
- Our current approach promotes a “**one size fits all**” approach, despite differences in families' and communities' needs.

The Eight Elements of the IFS Model



REVIEWING OUR PROGRESS: HOW OUR COLLECTIVE EFFORTS ARE MOVING IFS FORWARD



Accountability & Oversight

7

Progress

- ❑ Integrated client record review tool and process – Spring 2015
- ❑ IFS population indicators articulated and close to final – March 2016
- ❑ IFS performance measures in development – Summer 2016
- ❑ Nearing completion of the 1st IFS Strategic & Work Plan – Summer 2016

Prevention & Promotion

8

Progress

- ❑ Adopt Strengthening Families™ approach and create SF leadership council – Fall 2015
- ❑ Develop recommendations for IFS regions to apply Strengthening Families framework in its health promotion and prevention strategies and investments – Spring 2016



Leadership & Governance

9

Progress

- ❑ Clear leadership structure in place
 - ❑ State Level
 - ❑ IFS Mgt. Team
 - ❑ IFS Sr. Leadership Team (State Team)
 - ❑ IFS Implementation Team
 - ❑ Ad-Hoc Work Groups
 - ❑ Regional Level
 - ❑ IFS Grantee(s)
 - ❑ IFS Core Team
 - ❑ IFS Council
- ❑ Plan for IFS expansion & supporting documents finalized – Summer 2016



Data & Technology

10

Progress

- ❑ CANS (Child and Adolescent Needs and Strengths) is being used in Franklin with aggregate data starting
- ❑ AHS Scorecard with population indicators has been created – Winter 2016



Financing & Payment Reform

11

Progress

- Focus on flexibility and performance related to the funding streams in the IFS portfolio
- Resolution re: grant language defining finance and payment parameters – Spring 2016
- Take an incremental approach
 - Allocate Medicaid \$ based on a case rate rather than fee-for-service model
 - Continue talking about the best way to meet the needs of children, youth and families while taking into account the unique structure of each community

State & Local Service Delivery

12

Progress

- ❑ IFS service delivery framework articulated – Fall/Winter 2015-16
- ❑ Focus on transitions and what gets in the way of streamlined supports and services for families – Winter/Spring 2016

Human Resources & Organizational Culture

13

Progress

- ❑ Vision statement
- ❑ Mission statement
- ❑ Guiding Principles
- ❑ Core values to guide service delivery
- ❑ Increased decision-making using consensus
- ❑ Increased use of common language
- ❑ Opportunities to share with & learn from each other

Communications

14

Progress

- ❑ Produce bi-monthly newsletters
- ❑ Coordinate learning community calls
- ❑ Hold stakeholder meetings
- ❑ Launch and manage website
- ❑ Reorganize IFS manual
- ❑ Attend IFS regional core team meetings (to support and learn from)



Other IFS-Related Initiatives

15

- ❑ Supporting "Turn the Curve" process re: residential placements
- ❑ Reviewing process for foster care payment system
- ❑ Facilitating "teaming initiative" to improve coordination of AHS Department and community provider work with families, and assure a family-centered approach



Updates on Progress in Regions

16

- ❑ **Moving forward with Children's Integrated Services FY17**
 - ❑ Washington
- ❑ **Engaged in active planning**
 - ❑ Washington, Bennington, Brattleboro
- ❑ **General informational meetings have occurred in:**
 - ❑ St. Johnsbury
 - ❑ Newport
 - ❑ Chittenden
 - ❑ Springfield
- ❑ **General informational meetings are scheduled for:**
 - ❑ Lamoille
 - ❑ Hartford



***Any community member can request an informational meeting for their region.*

What is Working Well?

17



What are Some Lessons Learned?

18



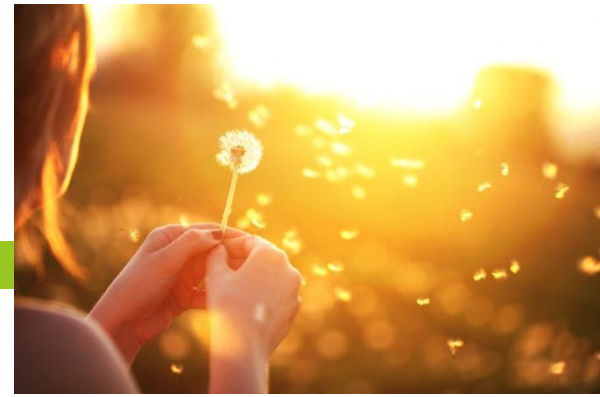
Challenges – and Opportunities – We're Navigating Through

19

- ❑ Many moving pieces (e.g., health care payment reform including All Payer Model, and Early Learning Challenge grant funded initiatives)
- ❑ Caseload and budgetary pressures on state and community partners
- ❑ Balancing flexibility with statewide consistency
- ❑ Overlapping and/or duplicative regional governance structures
- ❑ Changes in administration leadership with November elections

Reasons to Be Hopeful

20

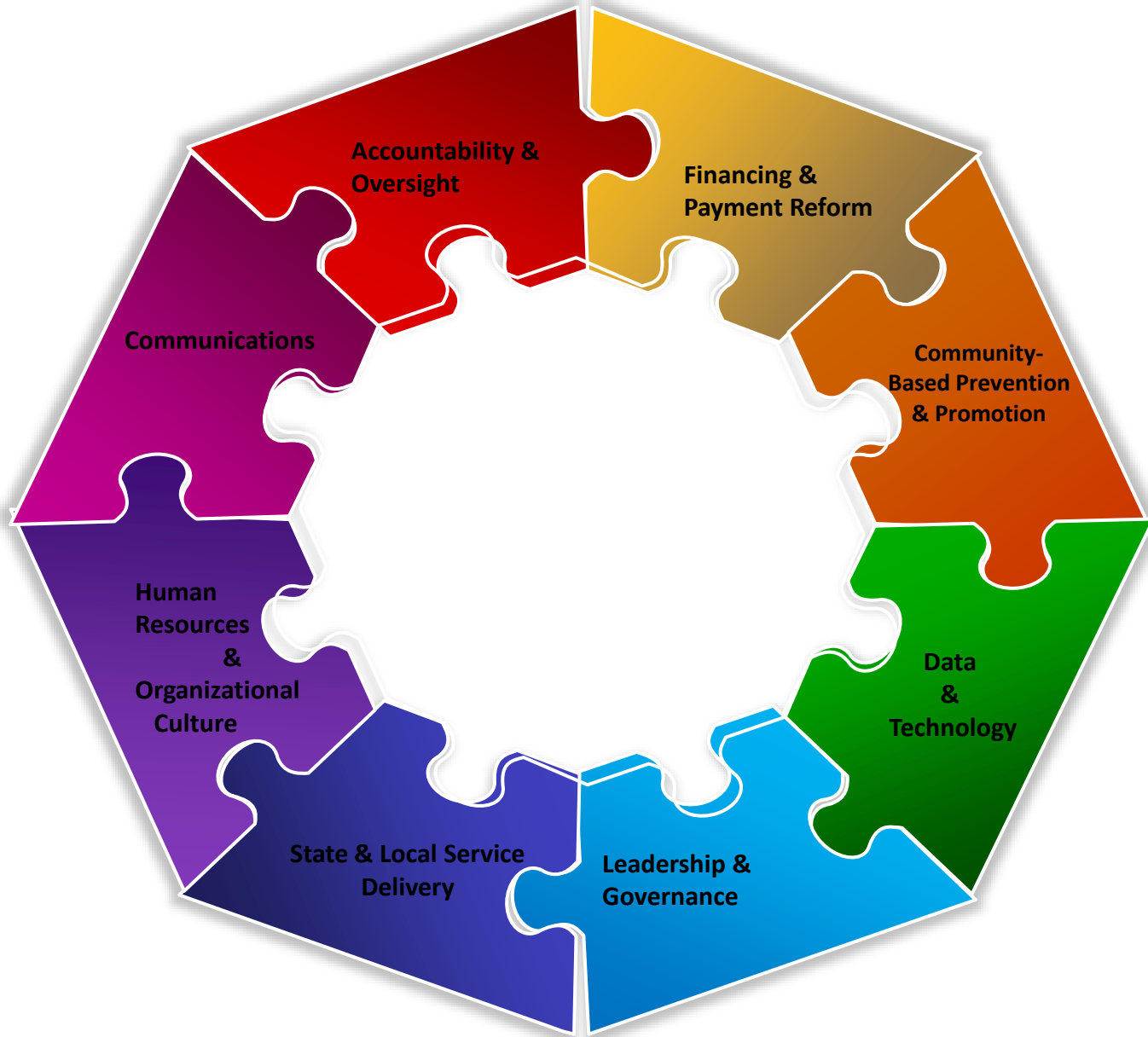


- ❖ Significant and on-going contributions by diverse stakeholders to define and implement core components of IFS infrastructure
- ❖ IFS is the only place where the state has succeeded in payment reform – and health care related payment reform efforts are focused on IFS
- ❖ The two IFS regions are committed ambassadors – they are showing positive outcomes and remain solidly committed to continuous improvement
- ❖ A large number of people from across the state have demonstrated a commitment to working differently through IFS in service to Vermont's children, youth and families
- ❖ Work groups have been consistently well-attended with critical thinking occurring and remarkable progress made over the past year

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.” ~ Margaret Mead

Goals Already Identified For Balance of FY16 and FY17...

The Eight Elements of the IFS Model



Accountability & Oversight

23

Next Steps

- ❑ Finalize IFS performance measures
- ❑ Support Results Based Accountability Training and competency
- ❑ Integrate grants, reporting and performance measures



Prevention & Promotion

24

Next Steps

- Develop specific recommendations for applying the Strengthening Families™ protective factors framework in health promotion and prevention activities and investments in all IFS regions



Leadership & Governance

25

Next Steps

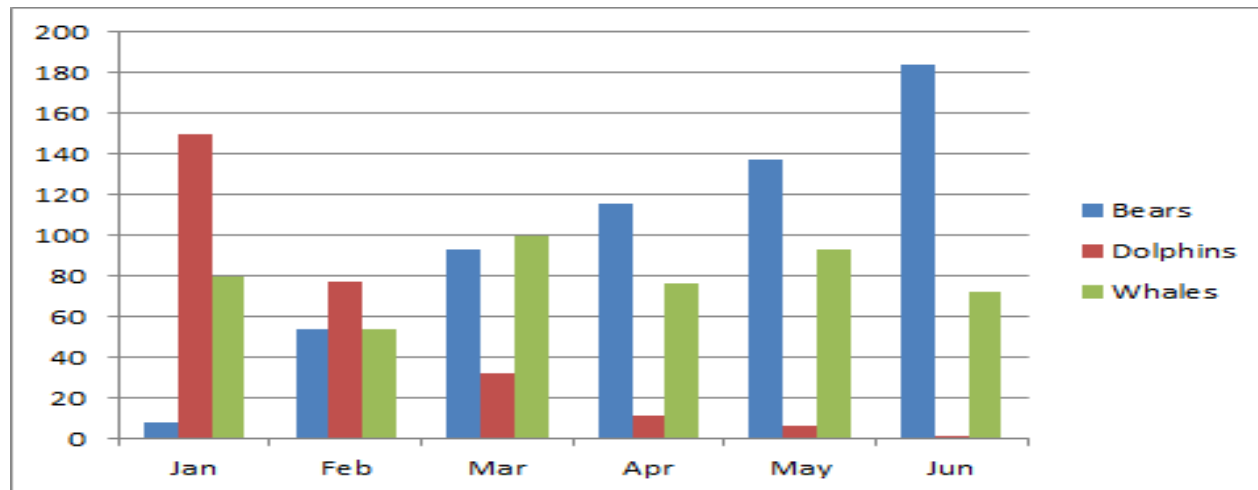
- ❑ Finalize governance framework
 - Clarify roles & responsibilities at state & regional level
- ❑ Clarify lines of authority, roles & responsibilities within AHS with increased internal integration in mind
- ❑ Work to ensure all teams have operating agreements
- ❑ Provide support as needed to pre-IFS regions
- ❑ Articulate IFS' approach to ensuring youth and family engagement

Data & Technology

26

Next Steps

- Spread the CANS work to other IFS regions so this aggregate data can be used for outcome reporting
- Pilot teaming initiative in two regions



Financing & Payment Reform

27

Next Steps



- Expand IFS portfolio to include broader range of children's services
- Explore feasibility of replacing fee-for-service with more flexible "case rate" payment methodology statewide
- Support communities' exploration of other ways to achieve economies of scale using funding and services in IFS portfolio and community funds

State & Local Service Delivery

28

Next Steps

- Determine how to balance the need for consistency of supports and services while allowing for – and encouraging – regional innovation and flexibility
- Define methodologies for establishing a trail of evidence where innovative approaches are being tested

Human Resources & Organizational Culture

29

Next Steps

- Provide statewide, cross-disciplinary training
 - Appreciative Inquiry
 - Teaming and collaboration
 - Restorative justice principles and governance
- Adopt conflict resolution protocol and train teams on its use

Communications

30

Next Steps

- Create Twitter account
- Update website
- Finalize IFS Manual



Special Thanks To...

31



- ❑ IFS Teams and Work Group Participants
- ❑ Work group chairs:
 - Belinda Bessette
 - Charlie Biss
 - Terri Edgerton
 - Keith Grier
 - Heather McLain
 - Mary Moulton
 - Dru Roessle (special assistance)

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